



MONTGOMERY COUNTY FIRE AND RESCUE SERVICE

**Public Safety Communications Center  
Montgomery County, MD**

September 8, 2005

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: WT Docket 05-196

Our 911 communications center is located in Montgomery County, Maryland where we serve over 950,000 residents and well over one million people Monday to Friday as we have many businesses and people communicating to work from other jurisdictions into our county.

We support the FCC's ruling to require interconnected VoIP providers to deliver and guarantee accurate location and call back information to the PSAP when their customer calls 911.

Already here in Montgomery County we have received 911 calls from citizens that are VoIP subscribers that have been unable to give us their address in a time of an emergency. We receive no ANI/ALI information and have to depend on a possibly aphasic person as a result of a stroke to give us information on where they need a medic unit to respond. We recently had a case where a 15 year boy called 911 unknown to the area and visiting his relatives. He thought our PSAP would have his address simply by him calling 911. He was able to look for a piece of mail and give the 911 call taker the correct address to his emergency. But we need to look at how many times this won't be the case. Someone will call 911 and have an emergency and simply hang up being unable to speak and expect the police or ems to arrive simply because they have called and are educated about E911. With VoIP, we know unless the FCC enforces these carriers to ensure proper location and call back information that this will not happen.

Already there have been countless saves when we have had call back information. Please FCC; do not extend the 120 day deadline for these interconnected VoIP providers to provide enhanced 911 services to their customers. Please take into consideration what the VoIP providers are asking of us. We may in many PSAP's

across the nation not be able to consider the upgrades for quite sometime. It is imperative that the VoIP providers give to their customers the where with all to continue call back information to the PSAPS as seen with E911 (ANI/ALI).

Sincerely,

Captain Darlene Machovec  
Montgomery County Fire and Rescue  
Emergency Communications Center

cc: B/C Prete